Annexure – C Format for Investor Complaints Data to be displayed by Depository Participants on their respective websites

Data for month ending May 2023:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr. No** | **Received**  **from** | **Carried forward from previous month** | **Received during the month** | **Total Pendi ng** | **Resolved** | **Pending at the end of the**  **month\*** |  | **Average Resolution time^ (in days)** |
|  |  |  |  |  |  | **Pending for less than 3 months** | **Pending for more than 3 months** |  |
| 1 | Directly from Investors | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | SEBI  (SCORES) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Depository | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Other Sources (if any) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | **Grand**  **Total** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |

**Trend of monthly disposal of complaints:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Month** | **Carried forward from previous month** | **Received** | **Resolved\*** | **Pending\*\*** |
| 1 | Jan-23 | 0 | 0 | 0 | 0 |
| 2 | Feb-23 | 0 | 0 | 0 | 0 |
| 3 | Mar-23 | 0 | 0 | 0 | 0 |
| 4 | Apr-23 | 0 | 0 | 0 | 0 |
| 5 | May-23 | 0 | 0 | 0 | 0 |

\*Includes complaints of previous months resolved in the current month, if any.

\*\*Includes total complaints pending as on the last day of the month, if any.

^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.